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**From:** Byrne, Eric (DPH)  
**Sent:** Monday, November 15, 2010 11:39 AM  
**To:** Hanchett, James (DPH)  
**Subject:** RE: Leased Dell 745 Replacement Notice - WRHO

Thanks, Jim. There is one upstairs that is not being used.

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**From:** Hanchett, James (DPH)  
**Sent:** Monday, November 15, 2010 11:36 AM  
**To:** Byrne, Eric (DPH)  
**Subject:** RE: Leased Dell 745 Replacement Notice - WRHO

Hi Eric,  
Both Sharon and Chris have Dells. I don't know about upstairs.

Jim

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**From:** Byrne, Eric (DPH)  
**Sent:** Monday, November 15, 2010 11:30 AM  
**To:** Salem, Sharon (DPH); Majewski, Christine (DPH)  
**Cc:** Hanchett, James (DPH)  
**Subject:** FW: Leased Dell 745 Replacement Notice - WRHO

I think there are two of these machines in Amherst. The replacements will be delivered to Northampton and I'll set up a time with you to replace your machines.

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**From:** Byrne, Eric (DPH)  
**Sent:** Monday, November 15, 2010 11:26 AM  
**To:** Bienvenue-Mailhott, Gail (DPH); Bozigian-Merrick, Stephanie (DPH); Caulton, Carol (DPH); Hunter, Chase (DPH); Connelly, Gloria (DPH); Conz, Carol (DPH); Coughlin, Barbara (DPH); Early-Moss, Marla (DPH); Fairbanks, Christopher (DPH); Hebert, Lisa (DPH); Jacobson-Hardy, Ruth (DPH); Kaniecki, Charlie (DPH); Piaggi, Faith (DPH); McGurn, Ashley (DPH); Rom, Ronnie (DPH); Sheehy, Lisa (DPH); Smith, Pamela (DPH); Thomas, Evelyn (DPH)  
**Subject:** Leased Dell 745 Replacement Notice - WRHO

The new PCs will be delivered later this week. Installation will begin next Monday.

You can help things along by doing the following:

1. Put your password(s) in an envelope and put in my box.
2. Review the email below to prepare for the new PC.
3. Let me know if you want to be present when your PC is swapped so I can arrange a time with you.

Let me know if you have any questions.

-Eric

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**From:** DPH - ITS Notifications (DPH)  
**Sent:** Monday, November 08, 2010 02:55 PM  
**Cc:** Thibault, Mark (DPH); Schambeck, Sander (DPH)

**Subject:** leased Dell 745 replacement notice

Good afternoon,

IT Services will be replacing all DPH leased Dell 745 PC's including monitors by December 3<sup>rd</sup>. We will begin swapping these machines as early as this Friday. If your current PC looks similar to the picture below, the information in this message is immediately relevant.



We understand that this type of change can be distracting, and we are asking for your cooperation to help us meet our deadline. The replacement should take between 30-60 minutes depending on the amount of data that needs to be moved to the new PC. The process is designed to be minimally disruptive to you, and to ensure that none of your files are lost. There are some steps that you can take before the PC is replaced that will help the process along.

1. Files and folders should all be stored in your home directory on the file server (H: drive). Over time some things may end up on your computer's desktop or elsewhere on the local (C :) drive. You can help to speed things up by making sure files and folders are stored on the H: drive rather than your local machine.
2. You should have no personal (non-work related) files stored on your local machine or on the server. Personal files such as pictures, videos, music, recipes etc. should be removed.
3. Please be sure the area around your computer is clear so that we can get in and replace the machine without having to move papers, notebooks, plants, coffee pots, etc.
4. If you have any notes or business cards taped to your computer, monitor, keyboard or mouse; be sure to remove them before the new computer arrives to prevent them from getting lost.
5. Once the new machine is set up remember that only IT Services staff are to install software. Tool bars from Yahoo, Google, Hot Bar, add-on screen savers, private email programs, instant messaging programs, etc. are all prohibited. IT Services will take steps to record your installed programs to ensure you will be able to continue to perform your assigned tasks.

The new computers are leased machines and are issued in sets. PC, monitor, keyboard and mouse need to stay together. Please do not break up the sets, reassign, or move the computers without consulting IT Services.

As always, if you have any questions or concerns contact the DPH Help Desk at 617.624.5877 or [desk.help@state.ma.us](mailto:desk.help@state.ma.us).

Thank You.

IT Services.